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| **Job Description** | |
| **Job Title:** | Area Distribution & Despatch Manager |
| **Reports to:** | Distribution & Despatch Manager |
| **Date:** | 9/8/17 |
| **Job Purpose** | |
| **Directly responsibility for**: Team Leaders, Despatch & Distribution Team Members.    **Specialist relationship**: Transport and Production Departments.  To manage the chilled distribution & despatch operation and achieve the highest levels of performance both individually and from your team. To ensure effective receipt, marshalling and despatch of our products whilst operating within a defined budget. To ensure the client gets on time in full every time. | |
| **Key Responsibilities** | |
| * Manage and lead the despatch (tray up), order picking and distribution teams to achieve agreed operating requirements and key performance indicators * Manage all aspects of the despatch and distribution departments during the shift with issues clearly communicated and resolved * Carry out a clear and concise handover with the dayshift communicating any issues and taking over responsibility for the area * Ensure all HACCP procedures are followed. All areas to be PIU ready at all times * To build and maintain a positive and interactive partnership with the supply chain team and bakery teams as appropriate * To attend daily and weekly meetings communicating the departments performance and issues and give explanations of and shortcomings within the department * Promote a CI culture and be able to manage and embrace change within your area and promote the company values * To maintain and improve current service levels and performance * To continually review and implement opportunities to add value to the operation through innovation and technology * Improve performance of the operation by reviewing procedures and K.P.I’s * Manage site security out of normal working hours * Responsible for personnel issues (including discipline and grievance) within the distribution warehouse and Despatch; assist in recruitment & selection, be conversant with the Company discipline and grievance procedures, carry out disciplinary interviews as required up to final written warning level * Maintain an active commitment to the training & development of every member of your team, providing them with regular feedback on their performance, helping them continuously improve their skills and knowledge * Responsible for maintaining and complying with Company Health and Safety standards, thereby minimising the risk to themselves and other persons * To conduct yourself, at all times, in a professional and responsible manner and promote a good image of the Company * Read and comply with instructions and directions as communicated via depot signs, notice boards and memorandums * Ensure where a company uniform and personal protective equipment has been issued, they must be worn at all times when on duty * Must be able to work days and shifts as requested outside of the normal shift pattern * Be available for all company events and support and promote the department * To undertake any reasonable instruction as requested | |
| **Key Accountabilities** | |
| **Area Distribution & Despatch Manager Key Responsibilities:**   * Take full responsibility for the departments Health, Safety and Wellbeing promoting a safety conscious culture within the team. * Be accountable for all aspects of performance of the shift. * Ensure the department works within its defined budget and continually looking at implementing profit improvement plans (PIP). Checking daily labour recovery and ensuring it is correct and on target. * Ensure all department key performance indicators are met or exceeded. * Monitor absence and attendance and ensure the team are dealt with fairly and consistently. * Ensure clear and concise communication with all departments across the sites and with SBSC. * Review loading out schedules ensuring they are within the agreed load ready times. * Ensure all relevant technical audits and paperwork signoff’s including HACCP procedures are in accordance with the regulations set down. * Develop team members looking at succession plans for the department and ensuring sufficient skills are available to meet the daily workload. * Maintain standards carrying out investigations and disciplinary hearings in line with the company handbook. * Promote the Department/Business to visitors both internal and external. * Be proactive in learning new skills and embrace and promote change within the business. | |

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| **Person Specification** | | |
|  | **Essential** | **Desirable** |
| **Qualifications** | Educated to HNC/NVQ3 level or equivalent | National CPC ( National Certificate of Profession Competency in Road Haulage) |
| **Work Experience** | Experienced in a similar role |  |
| **Knowledge** | Knowledge of both transport and warehouse operations in high volumes inbound and outbound  Must have worked in a chill environment | Knowledge of Robotic packing cells and end of line production within a despatch operation, RF Picking Operation, WMS (Preferably Manhattan). |
| **Job Skills** | Strong Leadership qualities - a proactive and professional management style dedicated to driving performance, achieving efficiencies & results within a team orientated culture  Excellent communication skills, time management & organisation skills  Ability to multi-task and operate effectively within a fast-paced environment  An ability to react to changes in the operation immediately |  |
| **Computer Skills** | Fully computer literate (ability to use Word, Excel, Outlook, PowerPoint and Access at an intermediate – advanced level) and an understanding of stock rotation |  |
| **Literacy / Numeracy** | Must be competent in written English and Maths |  |
| **Management Experience** | Ability to negotiate, influence & recognise others view points  Ability to develop effective relationships with other departments across the sites    Ability to work unsupervised and their own initiative with a varied workload and pressurised environment |  |
| **Miscellaneous** | Full driving Licence required  Ability to work flexibly  Home to be within 30 miles of the operating site |  |

I confirm that I have read and understood this Job Description and the requirements within it.

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| **Print Name** |  | **Signature** |  |
| **Date** |  |  |  |